

IN THE CLAIMS

For the convenience of the Examiner, all pending claims of the present Application are shown below in numerical order whether or not an amendment has been made.

Claims 1-2 (Canceled)

3. **(Currently Amended)** A method of providing self-supporting service consumers, comprising:

allowing a service consumer to automatically consult a service policy comprising one or more service policy rules associated with the service consumer to request a service;

automatically determining from the service policy, one or more actions to be taken to respond to the request for service, the one or more actions related to servicing the service consumer;

~~automatically initiating the one or more actions associated with the service policy and the requested service;~~

~~automatically invoking one or more service provider tools to perform the one or more actions in response to the request for service based on the service policy and the requested service; and~~

communicating one or more service events that occurred as a result of the automatically initiating one or more actions and the automatically invoking one or more service provider tools wherein the communicating includes logging the one or more service events.

Claims 4-36 (Canceled)

37. (New) A method of providing self-supporting service consumers, comprising:
allowing a service consumer to automatically consult a service policy comprising one or more service policy rules associated with the service consumer to request service;

automatically determining from the service policy, one or more actions to be taken to respond to the request for service, the one or more actions related to servicing the service consumer;

automatically initiating the one or more actions; and

automatically invoking one or more service provider tools to perform the one or more actions in response to the request for service.

38. (New) The method of claim 37, further including:
communicating one or more service events that occurred as a result of the automatically initiating one or more actions and the automatically invoking one or more service provider tools.

39. (New) The method of claim 37, wherein the service policy rules are specific to the service consumer.

40. (New) The method of claim 37, wherein the software applications include over-the-counter applications, custom applications, or combinations thereof.

41. (New) The method of claim 37, wherein the requested service is a request to provide a solution to fault that occurred in the service consumer.

42. (New) The method of claim 37, wherein the one or more service provider tools include knowledgebase, trouble ticketing tool, escalation tool, workflow tool, software delivery tool, or combinations thereof.

43. (New) The method of claim 37, further including allowing the service policy to be modified based on the automatic initiating and the automatic invoking steps.

44. (New) A self-supporting service consumer system, comprising:
a memory configured to house a service policy comprising one or more service policy rules associated with a service consumer;
a processor configured to:
enable the service consumer to automatically consult the service policy to request service;
automatically determine from the service policy, one or more actions to be taken to respond to a request for service from the service consumer, the one or more actions related to servicing the service consumer;
automatically initiate the one or more actions; and
automatically invoke one or more service provider tools to perform the one or more actions in response to the request for service
45. (New) The system of claim 44, further including:
an interface operable to communicate through a web service with the service consumer over the world wide web via a web-enabled application programming interface residing in the service consumer.
- 46 (New) The system of claim 44, wherein the service consumer includes one of a hardware device, a software application, or a combination thereof.
47. (New) The system of claim 44, wherein the service includes handling an exception that occurred in the service consumer.
48. (New) The system of claim 44, wherein the one or more service provider tools include knowledgebase, trouble ticketing tool, escalation tool, workflow tool, software delivery tool, or combinations thereof.

49. (New) The system of claim 44, wherein the one or more actions comprise servicing the service consumer in response to the service consumer's request for service, and further including:

an analysis tool operable to receive events occurring as a result of servicing the service consumer, the analysis tool further operable to modify the service policy based on received events.

50. (New) A program storage device readable by machine, tangibly embodying a program of instructions executable by the machine to perform method steps of providing self-supporting service consumers, comprising:

allowing a service consumer to automatically consult a service policy comprising one or more service policy rules associated with the service consumer to request service;

automatically determining from the service policy, one or more actions to be taken to respond to the request for service, the one or more actions related to servicing the service consumer;

automatically initiating the one or more actions; and

automatically invoking one or more service provider tools to perform the one or more actions in response to the request for service.

51. (New) The program device of claim 50, wherein:

the service consumer is a processor-controlled device that requires servicing; and

allowing a service consumer to automatically consult a service policy comprises:

receiving the request for service from the service consumer independent of a user-initiated request; and

comparing the request for service with the service policy.

52. (New) The program device of claim 50, wherein:

the policy includes instructions for servicing the service consumer; and

the one or more actions comprise servicing the service consumer in accordance with the instructions.

53. (New) The program device of claim 50, wherein the service consumer is a processor-controlled device that requires servicing and further comprising linking the service consumer to the service provider;

linking the service consumer with the service provider to enable the service provider to service the service consumer.

54. (New) The program device of claim 50, further comprising determining from the policy whether the service consumer is covered by a warranty covering the request for service.

55. (New) The program device of claim 50, further comprising modifying the one or more service policy rules in response to one or more service events that occurred as a result of the one or more actions.